



COVID-19 Emergency Operations Center

SOP No: MS-120

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Standard Operating Procedure Security Onboarding

Subject: Security Onboarding at Medical Sheltering Sites

1. Introduction

This manual provides guidance for securing the entire Quarantine and Isolation facility, implementing bag search procedures and implementing communication procedures at the Quarantine and Isolation facility, while keeping staff and patients safe.

This document provides guidance on how to:

- Secure the entire Quarantine and Isolation facility
- Conduct a bag search and identify items of interest
- Deter individuals from bringing illegal, prohibited or unusual items that may cause harm to self or others
- Interact with individuals who are having their bag(s) searched
- Respond when items of interest are discovered during a bag search
- Implement communication procedures via walkie talkie for staff-to-staff
- Implement communication procedures via walkie talkie for staff-to-patient

2. Key Considerations

- Keep the location and information regarding the Q/I facility confidential
- Prepare to review county badges and onsite permits from all persons entering the facility. If documents do not disclose Los Angeles County credential, notify Site management.
- Complete a walkthrough of the alleyway at the top of every hour
 - Ring Cameras should be checked frequently

- There should be two guards when completing a walk through (ex: supervisor & rover).
- Upon intake, use a hand-held metal detector across patient items to ensure there is no contraband (i.e., weapons or drug paraphernalia)
 - Notify the client of our procedure of confiscated contraband (i.e., weapons or drug paraphernalia)
 - Place the weapon in a labeled bag with patient name and room number and place in security cabinet
 - If drug paraphernalia is found, place in a labeled bag with patient name and room number and provide bag to Charge nurse.
- Alert staff over walkie talkie if there is a patient that has left their quarantine area
 - “Security Post (Gate 1, Gate 2, Storage, Intake)” to Clinical, we have “Room # or patient” walking to “Location”
- Alert staff over walkie talkie if there is a patient asking for assistance
 - “Security Post (Gate 1, Gate 2, Storage, Intake)” to Clinical, we have “Room #” requesting assistance”
 - Be aware and mindful of walkie talkie volume, as it can be a trigger for some patients
- Monitor all vehicles onsite.
 - Security staff will not be searching through patient vehicles
- The Vagabond site does receive patients with major mental health concerns and multi-layered trauma. We recommend calling Clinical staff or Mental Health Clinicians to intervene if patients are escalated.

3. Training

- Securitas Project Manager shall connect with DHS Clinical staff to access and complete the following training courses:
 - Donning and Doffing Procedures
 - Infection Prevention (IP); Hand Hygiene
 - Crisis intervention

4. Walkie Talkie Protocol

1. Basic Radio Etiquette

- Do not interrupt if you hear other people talking
- Never transmit sensitive, confidential, or financial information.
- Perform radio checks at the beginning of shift to ensure your radio is in good working conditions.

2. Onsite Teams:

- Medical: Medical Director, Nursing Managers, Charge Nurse, Provider, Registered Nurses, COVID-19 Techs (EMTs and/or Caregivers)
- Site Management: Director of Operations, Site Director, Site Managers
- Department of Mental Health (DMH): Mental Health Specialists
- First to Serve: Site Coordinators, Case Managers, Resident Aides

- Securitas (Security): Project Manager, Post Commander, Supervisors, Security Guards

3. Making a Call:

1. Press the PTT (Push-To-Talk) button
2. After 2 seconds:
 - a. “Your Team Name” to “Recipient’s Team Name”
3. Once the other person replies with “Go ahead”, convey your message

4. Sample Dialog

Security: Security to Medical

Medical: Go ahead

Security: Medical, patient in Room 113 is requesting a walk

Medical: Copy that. COVID-19 Tech is on the way.

5. Radio User’s Language

Go Ahead – Resume Transmission

Repeat – Re-transmit your message

Come in – You are asking the other party to acknowledge they hear you

Stand by – Transmission has been acknowledged, but I am unable to respond now

What’s your 20? – What’s your location?

Roger – Message received and understood

Copy that – Yes

Negative – No

Break, Break, Break – You have an emergency message and need to interrupt others’ conversation

5. Reference Sheet for Entry Gate

1. Medical

- a. **Ambulance** – **Wait for clearance to open gate**
 - i. Provide “First initial, Last name & Date of Birth”
 - ii. “*Security to Medical, we have a new intake via ambulance. Patient name is J. Doe, Birth date is 01/01/2022*”
- b. **Intake Arrival** (On-foot or personal vehicle) – **Wait for clearance to open gate**
 - i. Provide “First initial, Last name & Date of Birth”
 - ii. “*Security to Medical, we have a new intake that arrived in a personal vehicle/on foot. Patient name is J. Doe, Birth date is 01/01/2022*”
- c. **Medication Delivery** – **Do not allow onsite. Do not take the delivery**
 - i. Wait for a nurse to receive the item
- d. **Vaccination Drop-off** – **Wait for clearance to open gate**
 - i. Please guide the vaccination team to the restaurant

2. First to Serve

- a. **UberEATS/Postmates/GrubHub** – **Do not allow onsite**
 - a. Confirm the room number and/or patient name with delivery driver.
Provide bag to First to Serve.
 - b. If it is Cigarettes from PinkDot, please notify Site Management and wait for Site Management to receive the bag. Do not take the delivery.

- b. **Delivery from family member or friend** – **Do not allow onsite**
 - a. Search all items for any contraband
 - b. Notify medical staff of found contraband
 - c. Provide all other items to First to Serve
1. **Site Management**
 - a. **USPS/UPS/Amazon/FedEx** – **Only allowed to drop-off items at the table**
 - a. All deliveries will be placed on the white table in front of First to Serve
 - b. **Republic Master Chef (Linens)** – **Always allow onsite**
 - a. Please guide the delivery driver to park next to the pool area
 - c. **Republic (Handwashing Station refill)** – **Always allow onsite**
 - a. Please guide the delivery driver to the intake area
 - d. **Servicon Cleaning Services** – **Always allow onsite**
 - a. If delivering supplies, please guide the delivery driver to park next to the pool area
 - e. **Sysco** – **Always allow onsite**
 - a. All deliveries will be placed in front of POD 1, next to Gate 2 post.
 - f. **Alliance (Richard)** – **Always allow onsite**
 - a. Please direct Richard into the restaurant
 - g. **Biohazard Bin Pick-up** – **Always allow onsite**
 - h. **Vagabond/Vista Point** – **Always allow onsite**
 - i. **PinkDot** – **Do not allow onsite. Do not take the delivery**
 - a. Please wait for Site Management to receive the bag
 - j. **DHS Supply (PPE Drop-off)** – **Always allow onsite**
 - a. Please guide the delivery driver to park next to the pool area

6. Intake Procedure

1. **Intake will arrive. Security will call Medical via walkie talkie**
 - o Ambulance – **Wait for clearance to open gate**
 - Provide “First initial, Last name & Date of Birth”
 - “*Security to Medical, we have a new intake via ambulance. Patient name is J. Doe, Birth date is 01/01/2022*”
 - o On-foot or personal vehicle) – **Wait for clearance to open gate**
 - Provide “First initial, Last name & Date of Birth”
 - “*Security to Medical, we have a new intake that arrived in a personal vehicle/on foot. Patient name is J. Doe, Birth date is 01/01/2022*”
2. **When clinical provides clearance, security will guide the vehicle to the ambulance bay**
 - **Security will ask EMT not avoid offloading until the provider arrives**
 - If patient is arriving on foot, security will guide the patient to the intake area
3. **Security guard at intake post will begin PPE donning and wait for medical staff**
4. **Once the provider approves that the patient can be offloaded, security will place personal items in a rolling cart**

5. Before searching, security guard will provide a disclaimer that items will be checked per facility requirements
 - Security guard will state the following statement, “Sorry to interrupt, but we will have to search your belongings for any items that are not allowed on the property. Any items that are not allowed onsite will be held in a lock box and returned upon discharge”
 - If a patient is hesitant, security guard will state the following statement: “If you're more comfortable, we can wait until the end of questioning to search your items so that you can watch the process”
 - If hesitant, security will wait until the end of questioning to search items
6. Once case management has arrived to escort the patient into the room, security will ask the patient to empty pockets and go through metal detector
7. Case Management will complete intake process by escorting the patient into the room

7. Contraband List

Stored with Security	Stored with Clinical Staff
• Sharps of any kind including scissors, knives, razors, nail clippers or metal nail files, box cutter, safety/stick pins, knitting needles, cigar cutter or tacks	• Tobacco Products and smokeless tobacco products including E-Cigarettes
• Pepper spray or Mace	• Alcohol
• Weapons of any kind	• Drugs
• Hammers, wrenches, screwdrivers or anything that could be considered a tool	• Drug Paraphernalia
• Flammable liquids or solids	• Medication
• Matches, Lighters, Smoking Materials	• O2 Tanks
• Candles	• Medical Equipment
• Bicycles	
• Paintball Guns	
• Chains	
• Ammunition	
• Can Opener	
• Bat	
• Bar- Metal	
• Metal Knuckles	
• Stun Gun/Taser	
• Sword/Cane Sword	
• Throwing Star	
• Spray – Aerosol/Flammable	
• Spray - Paint	